



**Government of Odisha  
Social Security & Empowerment of PwDs Department  
SIDR Building, Capital Hospital Campus,  
Unit-6, Bhubaneswar-751001**

**TENDER  
for Outsourcing of Services for operating Kshyamata Express**

**No. 4849**

**Date: 22.06.2017**

The Department of Social Security and Empowerment of Persons with Disabilities, Government of Odisha aims to select successful bidder/bidders for outsourcing of services for operating the Kshyamata Express in the State for undertaking door to door delivery of public services and dissemination of information regarding the various schemes operated by the Department for the welfare of PwDs. The other details may be seen on the detailed bid which can be downloaded from website [www.ssepd.gov.in](http://www.ssepd.gov.in)

1. Availability of tender document:  
SSEPD web site [www.ssepd.gov.in](http://www.ssepd.gov.in) & Cash Section of SIDR, Bhubaneswar
2. Date of Issue of tender Document:  
From Cash Section, SIDR up to 24/07/2017 (within 11 AM to 5 PM of all working days.)
3. Date and time for submission of the Tender documents:  
By speed post/ Registered post / courier/ hand in all working days up to 12:00 noon of 25/07/2017
4. Cost of tender paper:  
Rs. 2000/- (in cash- if purchased from cash section of SIDR. In case of downloaded from web site Demand Draft / Banker's cheque drawn in any nationalized/scheduled bank favouring "Director, SIDR" payable at Bhubaneswar which will be annexed with the Technical Bid)

This Tender does not entail any commitment on the part of SSEPD Deptt, Govt. of Odisha either financial or otherwise. SSEPD Deptt, Govt. of Odisha reserves the right to accept or reject any or all Tenders without incurring any obligation to inform the affected applicant/s of the grounds. The Tenders will be evaluated basing on the information provided.

**Sd/-  
Director, SSEPD, Odisha**



**BID DOCUMENT**  
**FOR**  
**OUTSOURCING OF SERVICES FOR**  
**OPERATING KSHYAMATA EXPRESS**

**GOVERNMENT OF ODISHA**  
**SOCIAL SECURITY & EMPOWERMENT OF PWDS DEPARTMENT**  
**SIDR BUILDING, CAPITAL HOSPITAL CAMPUS,**  
**UNIT-6, BHUBANESWAR-751001**

<http://www.ssepd.gov.in>

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## TENDER DOCUMENT

### IMPORTANT INFORMATION TO THE BIDDER

Sl. No.	Item	Description
1	Availability of tender document	SSEPD web site www.ssepd.gov.in & Cash Section of SIDR, Bhubaneswar
2	Date of Issue of tender Document from Cash Section, SIDR	Up to 24/07/2017 (within 11 AM to 5PM of all working days.)
3	Date and time for submission of the Tender documents by speed post/Registered post / courier/ hand	In all working days up to 12:00 noon of 25/07/2017
4	Cost of tender paper	Rs. 2000/- (in cash- if purchased from cash section of SIDR. In case of downloaded from web site Demand Draft / Banker's cheque drawn in any nationalized/scheduled bank favouring Director SIDR payable at Bhubaneswar which will be annexed with the Technical Bid)
5	Earnest Money Deposit	Rs.50,000/- in shape of Demand Draft /Bank Guarantee drawn in any nationalized/scheduled bank favouring Director, SIDR payable at Bhubaneswar
6	Date, time and venue of opening of a) Technical Bid b) Financial Bids of eligible Bidders c) Venue	1:00 PM of 25/07/2017  Will be communicated after evaluation of technical Bid  SSEPD Department, SIDR Building, Unit-VI, Bhubaneswar.
7	Indenting Authority	Director, SIDR
8	Expected date of starting of outsourcing of all intended services	Within 30 days from the date of receipt of work order.

**INVITATION OF BID FOR OUTSOURCING OF SERVICES**  
**FOR OPERATING KSHYAMATA EXPRESS**

The Social Security & Empowerment of PwDs Department (SSEPD) invites bid from the registered and experienced agencies working for the rehabilitation of PwDs for outsourcing of services for operating Kshyamata Express under two bid systems (Technical & Financial).

**SCOPE OF WORK AND GENERAL INSTRUCTION FOR BIDDERS**

**1. Objectives:**

The Department of Social Security and Empowerment of Persons with Disabilities, Government of Odisha aims to select successful bidder/bidders for outsourcing of services for operating the Kshyamata Express in the State for undertaking door to door delivery of public services and dissemination of information regarding the various schemes operated by the Department for the welfare of PwDs.

**2. Background:**

A number of PwDs spread over remote villages and panchayats are unable to avail the benefits of Samarthya Sibirs and other programmes organized at the district and block headquarters due to severity of their disabilities, lack of support for mobility to move to camp sites and even financial hardships. These PwDs are deprived off from getting services including guidance, therapeutic help, aids and appliances, information on schemes and programmes, forms for scholarship, pension etc.

On the other hand the rehabilitation teams are unable to carry different testing and therapeutic equipments to the villages for assessment, identification, therapy, aids/appliances etc. This situation has affected prevention and reduction in degree of disabilities of the PwDs in these remote villages and Panchayats. Though the programme focuses more on Children with Special needs and PwDs, services shall be extended to Senior Citizens, Transgender, Substance abusers, Beggars & Destitute etc.

**3. Scope of activities:**

The agency is required to perform the following activities/services for such period as would be approved by the Competent Authority.

The agency will operate Mobile Rehabilitation Service delivery vehicle fitted with diagnostic equipment and carrying professional manpower to provide different kinds of services to PwDs including assessment & testing, rehabilitation and therapeutic services, fitting & repair of aids/appliances, educational and socio-economic rehabilitation, UDID uploading etc. The agency will also work for dissemination of information about the programmes of the Department, hearing the grievance of the people on various programmes being implemented by the Department,

popularizing various programmes of the Department, bridging the gap between the beneficiaries and implementing agencies, providing services at the door step of the people, if required, and organization of camps.

The mobile vehicle will preferably be stationed at district headquarters and will cater to the needs of PwDs in the district. Each vehicle will cover minimum 10 (ten) Blocks/ULBs. A monthly calendar will be prepared for the movement of the vehicles for covering different parts of the District assigned to them. Emphasis should be given to the remote pockets and to PwD households where the PwDs cannot move out of their house. The mobile unit would also facilitate redressal of grievances of Senior Citizens, Transgender, Substance abusers, Beggars & Destitute etc. and their referral to different implementing agencies for availing services and benefits.

#### **4. Facilities and Inputs:**

The competent authority in the SSEPD Department will provide the recurring costs of the work done by the agency in accordance with the responsibilities assigned to them from time to time.

#### **5. Eligibility Criteria:**

##### **The bidder must have**

- a) The agency should be working in the field of disability with proficiency and understanding of different programmes of the Department.
- b) The agency should also have expertise in institutional services as well as conducting various tests for identification of disability in accordance with the Rights of Persons with Disability Act, 2016 and the executive instructions and rules issued by the Government in this matter.
- c) The agency should have work experience of at least 10 years in this field and should have good network of different qualified professionals working in the field of disability.
- d) They must have full time regular rehabilitation professionals for conducting the clinical work such as Audiologist, Speech-language Pathologist, Occupational Therapist, Psychologist and Rehabilitation Social Worker.
- e) The agency should have presence/network in the State.
- f) Must have valid PwD Act and National Trust registration certificates.
- g) Minimum turnover of Rs. 50.00 lakh in any one year in last 03 financial years i.e. 2014-15, 2015-16 and 2016-17.

#### **6. Application Procedure:**

- a) The Bid has been invited under two bid systems i.e. Technical Bid and Financial Bid. The interested bidders are advised to submit two separate sealed envelopes super- scribing "Technical Bid for outsourcing of services for operating Kshyamata Express" & "Financial Bid for outsourcing of services for operating Kshyamata Express ". Both sealed envelopes should be kept in another sealed envelope super scribing "Proposal for outsourcing of services for operating Kshyamata Express ".
- b) **Technical & Financial Bid:** The Bidder has to fill up the Technical bid Form (Format-A) & submit it with a separate envelope with all self-attested documents as mentioned in para-2 (f). The technical Bid should be serially page marked. Similarly, the Financial Bid form

has to be filled up as per prescribed form (Format-B) and to be submitted in separate sealed envelope. The cost should be inclusive of manpower, mobility & other programmes, recurring and incidental expenses and such other charges as may be necessary for providing services at target points.

- c) The tender should be addressed to the Director, SSEPD Department, Govt. of Odisha, SIDR Building, Capital Hospital Campus, Unit- VI, Bhubaneswar- 751001.
- d) The Bid document shall be available in the cash section of the SIDR, Capital Hospital Campus, Unit- VI, Bhubaneswar- 751001 within 11.00 AM to 5.00 P.M. of all working days up to 24/07/2017 by depositing non-refundable amount of Rs.2,000/- in cash as cost of BID document. The BID document can also be downloaded from SSEPD web site [www.ssepdopdisha.gov.in](http://www.ssepdopdisha.gov.in) and the cost of the tender paper is to be enclosed in shape of crossed Demand Draft / bankers cheque in favour of "Director, SIDR" payable at Bhubaneswar along with the Technical BID.
- e) **Earnest Money Deposit (EMD):** The bidder has to submit EMD amounting to Rs.50,000/-. The EMD (refundable -without interest), may be submitted in shape of Demand Draft/Bankers cheque/Bank Guarantee (Format C) from any Nationalized or scheduled bank drawn in favour of Director, SIDR payable at Bhubaneswar, failing which the tender shall be rejected summarily. In case of bank guarantee, it should be valid up to atleast three months from the date of publication of the tender. The instrument in original should be necessarily accompanied with the Technical Bid. The EMD of the un-successful bidders shall be refunded within 30 days after award of contract. The EMD shall be forfeited in the event of withdrawal of the tender once submitted OR in case of a successful bidder who fails to execute the agreement within specified period. The EMD of successful bidder shall be refunded after receipt of Performance Security.
- f) The interested Bidders are to enclose self-attested photocopies of the following valid documents in the Technical Bid envelope:-
  - i. Registration certificate under Societies Registration Act 1860/India Trust Act, 1882.
  - ii. Valid Registration certificate under PwD Act 1995 and National Trust Act 1999.
  - iii. PAN Card and 12A(A) registration under Income Tax Act 1961.
  - iv. Income Tax return of last three years.
  - v. Audited Statement of accounts duly certified by CA (Balance Sheet, Income Expenditure A/c) for the Financial year 2016-17, 2015-16, 2014-15.
  - vi. EMD as mentioned in para-02 (e) of the scope of work of the tender document in shape of Demand draft/Bankers cheque/Bank Guarantee.
  - vii. Money receipt towards purchase of tender paper directly from cash section, SIDR. DD/Bankers cheque amounting to Rs.2,000/- in case of Tender Document downloaded from web site.
  - viii. Tender Document duly signed and sealed by the authorized person of the bidder in each page as a token of acceptance of all terms and conditions of the Bid.
  - ix. Declaration as per format D.
  - x. Detailed Work Plan & methodology.
  - xi. Order/agreement/document in support of outsourcing of services to Govt. Department / PSD/ Autonomous body etc.
  - xii. 10 years of experience in the field of PwD rehabilitation
  - xiii. Power of attorney in case of authorized signatory

## 7. Submission & opening of Tender:

- a) The interested Bidders may submit the tender documents complete in all respects along with EMD and other requisite documents on or before 25/07/2017 up to 12 noon addressed

to Director, SSEPD Department, Govt. of Odisha, SIDR Building, Capital Hospital Campus, Unit- VI, Bhubaneswar- 751001 by registered Post/ Speed Post/ Courier/ hand . SSEPD Deptt. shall not held responsible for any postal delay.

- b) The Authority may, at its discretion extend the dateline for submission of tenders by amending the tender documents in which case all rights and obligations rest on the authority.
  - c) Late Bidders: Any bid received by the authority after the prescribed time and dateline for submission of bids will not be opened and considered. Thus the same will be deemed to have been rejected.
  - d) The Technical bids shall be opened at 1PM on 25/07/2017 in the Chamber of Director, SSEPD, Bhubaneswar in the presence of the authorized representatives of the bidders, if any, who wish to be present on the spot at that time.
  - e) The Financial Bid of only those tenderers will be opened whose Technical bids are found in order. The Financial BID will be opened after technical evaluation.
8. **Requirement:** At present the approximate requirement is for outsourcing of service to operate 30 nos. of Kshyamata Express for 30 districts. Each Kshyamata Express will cover at least 10 blocks and ULBs within the coverage area. The agencies applying for operating more than one unit of Kshyamata Express should give detailed work plan, targets and methodology for each unit separately. The requirement as mentioned above is tentative one which may be increased or decreased as per need.
9. **Responsibility of SSEPD Deptt:**
- a) The Department will provide modified Vehicle equipped with all diagnostic and testing equipment etc. for each unit of Kshyamata Express.
  - b) The Department will reimburse the operational costs as per final agreement for the services provided by the respective unit of Kshyamata Express on quarterly basis after submission and verification of bills.
10. **Responsibility of Selected Agencies:**
- a) Each vehicle will cover at least 10 Blocks of the assigned district.
  - b) Organize Assessment Camps.
  - c) Conduct Specialised Technical assessments including BERA.
  - d) Organize detection/follow-ups & Therapy Camps.
  - e) The mobile unit would also facilitate redressal of grievances of Senior Citizens, Transgender Persons, Substance abusers, Beggars & Destitutes etc. and their referral to different implementing agencies for availing services and benefits.
  - f) Co-ordinate with DSSO/BSSO/DDRC for organization of Panchayat/Village level programmes.
  - g) Prepare & submit Programme Calendar quarterly
  - h) Submit Quarterly Progress Report and bills as per actuals for its reimbursement.
  - i) Emphasis shall be given to the remote pockets and to PwD households where the PwDs cannot move out of their house.
11. **Evaluation of BID & award of Contract**
- a) The Outsourcing Committee of SSEPD will evaluate the Technical BID & Financial BID. The technical bid of the bidders will be evaluated. Firstly, the document/papers asked in the technical bid will be evaluated. There after the technically qualified bidders will be short listed. Financial Bid of the bidder/s submitted all the required document/papers will only be considered for opening.



- b) Opening of Financial Bid: The names of the technically qualified bidders after evaluation will be declared in the meeting. Financial Bid of only the technically qualified bidders will be opened in the meeting. The rate quoted by the bidders will be declared in the meeting. The date of the Financial Bid opening will be communicated after completion of technical evaluation.
12. **Acceptance or Rejection of the Bids:**
- a) Authority reserves the right to accept or reject any bid and to reject all bids at any time without assigning any reason thereof.
  - b) Any bid with incomplete information is liable for rejection.
13. **Award of Contract:**
- a) The contract will be awarded to the Bidder / Bidders substantially responsive to the Bid document & who has/have offered the lowest evaluated cost.
  - b) If a special situation arises, where the lowest evaluated responsive bidder is not in a position to supply the full quantity required, the remaining quantity as far as possible be ordered on the next higher responsive bidder (s) at the rate offered by the lowest evaluated responsive bidder, after obtaining specific approval from the Competent Authority on the specific recommendation of the Procurement Committee. Decisions of the SSEPD Deptt. is final & binding to all the bidders in this regard.
14. **Signing of Contract:**
- a) The competent authority of SSEPD Deptt. will place order and sign the contract agreement. The successful bidder/s whose bid is accepted will sign an agreement with the concerned within 07 (seven) days of issue of the order.
  - b) Failure by the bidder to comply with the requirement of above mentioned clause, the offer shall be rejected and the tenderer shall have no claim further.
15. **Schedule:** The outsourcing of services is to be started within 30 days from the date of receipt of order.
16. **Release of payment:** The payment will be released by the SSEPD Deptt. within 30 days after receipt of the quarterly bills, required reports / Papers/ documents. No advance payment shall be made or no payment shall be entertained on negotiation through Bank.
17. **Liquidation Damages:** The entire services are to be started within 30 days from the date of receipt of the order. If the selected bidder fails to start the services within the stipulated days without any valid reasons, liquidation damages @ 0.5 % per week or part thereof up to 10% of the contract value shall be imposed for the delayed period under orders of the appropriate Authority. If the successful bidder provides quality services which do not commensurate with the specification mentioned in the BID penalty as deemed proper will be imposed. The Authority reserves the right to forfeit the EMD & debar the bidder from participating in any other bids of SSEPD Deptt. In such cases, the Authority may write Govt. for blacklisting the firm.
18. The Deptt. will regularly monitor & supervise of the services provided by the selected bidder.
19. The Authority reserves the right to modify any term in the bid document at the time of execution of contract, if felt necessary.
20. Corrigendum/Addendum, if any, will be uploaded in the website of SSEPD Deptt. [www.ssepd.gov.in](http://www.ssepd.gov.in)
21. No advance payment will be made to the successful bidder.
22. The SSEPD Department will fix minimum monthly target and minimum operating cost for each unit and in case the service provider fails to achieve minimum targets for two consecutive months, the contract is liable to be cancelled.
23. All disputes relating to the contract shall be subject to the jurisdiction of the Court at Bhubaneswar.

**APPLICATION-TECHNICAL BID**  
**For Outsourcing of services for operating for Kshyamata Express**

1.Name of Bidder:

2. Details of Earnest Money Deposit: DD No. \_\_\_\_\_ date \_\_\_\_\_ of Rs. \_\_\_\_\_ drawn on Bank \_\_\_\_\_

3. Name of Proprietor/ Partner / Director:

4. Full Address of Registered Office:

Telephone No. : \_\_\_\_\_ Fax No.: \_\_\_\_\_ E-Mail Address : \_\_\_\_\_

5. Full Address of Operating / Branch Office:

Telephone No. : \_\_\_\_\_ Fax No.: \_\_\_\_\_ E-Mail Address : \_\_\_\_\_

6. Name & Telephone No. of Authorized Officer/ Person to liaise: \_\_\_\_\_

**Check List**

Sl. No	Name of the document /papers	Status (Submitted/ not submitted)	Page no (if submitted)
1	Registration certificate under S.R.Act 1860/I.T.Act 1882		
2	Registration certificate under PwD Act 1995 and National Trust Act 1999		
3	Copy of PAN card and 12A(A) registration certificate		
4	Copy of I.T. Return of last three years.		
5	Copy of the Audited Statement of accounts duly certified by CA {Balance Sheet, Income Expenditure A/c etc.) for the Financial year 2016-17,2015-16, 2014-15.		
6	EMD as mentioned in para-02 (e) of the scope of work of the tender document in shape of Demand draft/Bankers cheque/ Bank Guarantee		
7	Money receipt towards purchase of tender paper directly from cash section of SIDR. DD/Bankers cheque amounting to Rs.2,000/- in case of Tender Document down loaded from web site.		
8	Tender Document duly signed and sealed by the authorized person of the bidder in each page as a token of acceptance of all terms and conditions of the Bid.		
9	Declaration as per format D.		
10	Order/agreement/ document in support of providing services to Govt.Department /PSU/ Autonomous body		

11	10 years of experience in the field of rehabilitation services for PwDs.		
12	Power of attorney in case of authorized signatory.		

**Place:**

**Date:**

**BIDDER'S OFFICIAL SIGNATORY**

**Name & Designation with Rubber Stamp/ Official Seal of the Firm**

**APPLICATION - FINANCIAL BID**  
**For Outsourcing of services for operating for Kshyamata Express**

Name of Bidder: \_\_\_\_\_

<b>Sl.</b>	<b>Name of the services</b>	<b>Cost per service (in Rs.)</b>
1.	Assessment of PwD	
2.	Audiological Test	
3.	Muscle charting/functional assessment	
4.	BERA testing	
5.	Psychological testing	
7.	Vision testing	
8.	Vocational assessment	
9.	Counseling services	
10.	Organization of camps	
11.	Measurement of assistive devices	
12.	Repairs of assistive devices	
13.	Physiotherapy charges	
14.	Occupational Therapy charges	
15.	ECG charge	
16.	X-Ray charge	
17.	Computerized Vision Test	
18.	Manual Vision Test	
19.	ASD Testing	
20.	Screening test for Blood disorders	
21.	UDID uploading charges	
22.	Self employment guidance	
23.	Others (specify)	

Place:

Date:

**BIDDER'S OFFICIAL SIGNATORY**

Name & Designation **with** Rubber Stamp/  
Official Seal **of the** Firm.

To

**The Director, SSEPD, Odisha**

Madam,

Whereas..... (hereinafter called "the Bidder"), has submitted their offer dated..... for outsourcing of services for operating Kshyamata Express(hereinaftercalled the tender) against purchaser's tender enquiry No.\_\_\_\_\_ dated\_\_\_\_\_.

KNOW ALL MEAN by these presents that We..... of..... having our registeredoffice at.....(hereinafter called the "Bank") are bound untoDirector, SIDR,Bhubaneswar,Odisha (hereinafter called "purchaser") in the sum of **Rs.50,000/-**. for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents.

Sealed, with the Common Seal of the said Bank this..... day of,..... ,2017

THE CONDITIONS OF THIS OBLIGATION ARE:

1. If the Tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this Tender.
2. If the tenderer having been notified of the acceptance of its tender by the Purchaser during the period of its validity :-
  - (a) if the tenderer fails to furnish the performance security for the due performance of the contract
  - (b) Fails or refuses to accept/execute the Contract.

WE undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser have to substantiate its demand, provided that, in it's demand the purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

The guarantee will remain in force up to **03 months** and any demand in respect thereof should reach the Bank not later than the above date.

Our \_\_\_\_\_branch at \_\_\_\_\_\* {name and address of the \_\_\_\_\_"branch) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this bank guarantee only and only if you serve upon un at our \_\_\_\_\_\*branch. A written claim or demand and received by us at our \_\_\_\_\_\* branch on or before dated \_\_\_\_\_ otherwise bank shall be discharged of all liabilities under this guarantee thereafter.

**(Signature of the authorized officer of the Bank)**

**(Name & designation of the officer)**

**Seal, name, date & address of the bank and address of the branch**

**Preferably at the Bhubaneswar.**

**Declaration**

I, Shri \_\_\_\_\_ Son/ Daughter/ Wife of Shri \_\_\_\_\_  
Proprietor / Director/ Authorized Signatory of the bidder, mentioned above, am competent to sign this declaration and execute this tender document;

2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them,
3. The information / documents/papers furnished along with the above application are true and authentic to the best of my knowledge and belief. I /We, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
4. Certified that my firm has well established mechanism for supply & delivery of Vehicle/Equipment.
6. Certified that the entire supply will be completed within the time line given in the Bid document.
7. I also certify that our firm has not been black listed by Central / State Government / PSUs / Boards / Corporations / Autonomous Body under administrative control of Central or State Govt. etc.
8. This is also certified that neither myself nor my organization will be indulged in any corrupt practices so far as this bidding is concerned.

**Place:**

**BIDDER'S OFFICIAL SIGNATORY**

**Date:**

**Name & Designation with Rubber Stamp/  
Official Seal of the Firm.**